City of Milpitas

2008 Consumer Confidence Report

The City of Milpitas is pleased to provide our consumers with information about the quality of our drinking water. In this report, you will find information on our water sources, water quality test results, and water conservation. In 2007, the City collected over 2,000 drinking water samples for analysis in State-certified laboratories. This testing shows that the water provided to you meets all water quality standards of the California Department of Public Health (CDPH) and the U.S. Environmental Protection Agency (USEPA).

Water Sources

The City purchases drinking water from two wholesalers: 66 percent from the San Francisco Public Utilities Commission (SFPUC) and 34 percent from the Santa Clara Valley Water District (SCVWD). SFPUC water is primarily from the Hetch Hetchy system (located in the Sierra Nevada Mountains) and is supplemented from the Alameda Watershed. SCVWD water is primarily from the Sacramento-San Joaquin Delta and is supplemented by local water sources such as Anderson and Calero Reservoirs. In 2007, the City supplied an average of 10.6 million gallons of water per day to approximately 16,000 homes and businesses in Milpitas for indoor and outdoor use.

Emergency Supplies

The City does not blend SFPUC and SCVWD supplies under normal operating conditions. However, the service areas can be physically interconnected to provide emergency water supply if needed. The City typically provides SFPUC water to residential areas and SCVWD water to industrial areas. Refer to the Water Source Map on page 4 to view the water service areas.

The City also has emergency interties with Alameda County Water District to the north and San Jose Water Company to the south. The City's Pinewood Well, located in the southern portion of the City, is also available as an emergency water supply. In 2007, there were no emergencies necessitating any use of well water, blending of the SFPUC or SCVWD waters, or water from the emergency interties.

Protecting Water Sources

SFPUC protects their natural water resources by continuously monitoring Hetch Hetchy watershed weather conditions, water turbidity levels, microbial contaminants and aqueduct disinfectant levels, and by complying with monitoring and reporting requirements. SFPUC's 2005 update on their Watershed Control Program and Sanitary Survey showed that their watersheds have very low levels of contaminants that could potentially affect the source water. Those contaminants found are associated with wildlife and, to a limited extent, human recreational activity.

In 2003, SCVWD completed a vulnerability analysis, as its source waters may be contaminated by a variety of land use practices, such as agricultural and urban runoff, recreational activities, livestock grazing, and residential and industrial development. The imported sources are also vulnerable to wastewater treatment plant discharges, seawater intrusion, and wildland fires in open space areas. In addition, local sources are also vulnerable to potential contamination from commercial horse stables and historic mining practices. However, no contaminant associated with any of these activities

Continued on page 4

In This Issue

Water Quality Test Results

We are pleased to report that water supplied in Milpitas did not exceed any water quality standards in 2007. The following table lists all drinking water constituents that were detected during the 2007 calendar year. Many other constituents were monitored but were not detected in the water. Unless otherwise noted, the data presented in this table is for testing done between January 1 and December 31, 2007.

Important Definitions for Understanding this Water Quality Report

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water. MCLs are set by CDPH.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by USEPA.

Maximum Residual Disinfectant Level (MRDL): The level of a disinfectant added for water treatment that may not be exceeded at the consumer's tap.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a disinfectant added for water treatment below which there is no known or expected risk of health. MRDLGs are set by USEPA.

Notification Level (NL): These are health-based advisory levels established by CDPH for chemicals in drinking water that lack MCLs.

Primary Drinking Water Standard (PDWS): MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements, and water treatment requirements.

Public Health Goal (PHG): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Regulatory Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

2007 Water Quality Data[1]

DETECTED CONSTITUENTS	Unit	MCL	PHG or [MCLG]	SCVWD Water[2]		SFPUC Water[3]		Typical Sources in Drinking Water
				Range	Avg. or [Max]	Range	Avg. or [Max]	
Microbiological								
Total Coliform Bacteria[4]	%	5	[0]	ND	ND	ND	ND	Naturally present in environment
Giardia lamblia	cyst/L	TT	[0]	ND	ND	0 – 0.03	[0.03]	Naturally present in environment
Turbidity[5]								
Unfiltered Hetch Hetchy Water, max 5 NTU	NTU	TT	NS	NA	NA	0.22–0.48[6]	[1.98][7]	Soil runoff
Filtered Water – SVWTP, max 1 NTU	NTU	TT	NS	NA	NA	–	[0.54]	Soil runoff
Filtered Water – SVWTP, more than 95% of measurements < 0.3 NTU	%	TT	NS	NA	NA	98%[8]	–	Soil runoff
Filtered Water– PWTP, max 1 NTU	NTU	TT	NS	–	[0.09][7]	NA	NA	Soil runoff
Filtered Water – STWTP, max 1 NTU	NTU	TT	NS	–	[0.09][7]	NA	NA	Soil runoff
Filtered Water – PWTP and STWTP, more than 95% of measurements < 0.3 NTU	%	TT	NS	100%[8]	–	NA	NA	Soil runoff
Inorganic Constituents								
Chlorine Residual[4]	ppm	MRDL=4	MRDLG=4	0.90 – 2.80	1.93	1.16 – 3.10	2.14	Disinfection treatment
Fluoride (naturally occurring)	ppm	2	1	<0.1 – 0.1	0.1	<0.1 – 0.7	0.3	Erosion of natural deposits
Fluoride (with additive)[9]	ppm	2	1	NA	NA	0.8 –1.5	1.0	Water additive promotes strong teeth
Nitrate (as NO_3)	ppm	45	45	<2 – 4	3	ND	ND	Fertilizer runoff; erosion of natural deposits
Organic Constituents								
Total Organic Carbon[10]	ppm	NS	NS	1.12 – 2.32	1.65	0.7 – 2.5	1.9	Various natural and man-made sources
Secondary Standards								
Chloride	ppm	500	NS	34 – 90	68	<3 – 17	9	Runoff, leaching from natural deposits
Color[4]	Unit	15	NS	ND	ND	<5 – 15	ND	Naturally-occurring organic materials
Specific Conductance	μS/cm	1600	NS	357 – 548	468	32 – 320	185	Substances that form ions when in water
Sulfate	ppm	500	NS	30 – 49	41.3	0.8 – 37	17.6	Soil runoff, leaching from natural deposits
Total Dissolved Solids (TDS)	ppm	1000	NS	218 – 272	250	25 – 193	109	Runoff, leaching from natural deposits
Turbidity	NTU	5	NS	0.04 – 0.07	0.06	0.08 – 0.24	0.15	Soil runoff

KEY							
<	=	Less Than	**ND**	=	Non-detect	**STWTP**	=	Santa Teresa Water Treatment Plant
AL	=	Action Level	**NS**	=	No Standard	**SVWTP**	=	Sunol Valley Water Treatment Plant
Max	=	Maximum	**NTU**	=	Nephelometric Turbidity Units	**TT**	=	Treatment Technique
cyst/L	=	cysts/liter	**ppb**	=	parts per billion	**µS/cm**	=	microSiemens/centimeter
NA	=	Not Applicable	**ppm**	=	parts per million	**TON**	=	Threshold Odor Number
			PWTP	=	Penitencia Water Treatment Plant			

2007 Water Quality Data(1)

Other Constituents – No Standards	Unit	MCL	PHG or [MCLG]	SCVWD Water(2) Range	SCVWD Water(2) Avg. or [Max]	SFPUC Water(3) Range	SFPUC Water(3) Avg. or [Max]	Typical Sources in Drinking Water
Alkalinity (as $CaCO_3$)	ppm	NS	NS	54 – 73	63	8 – 112	59	Physical characteristic
Ammonia (free)	ppm	NS	NS	<0.05 – 0.12	0.10	ND	ND	Disinfection treatment
Ammonia (total)	ppm	NS	NS	0.27 – 0.42	0.37	ND	ND	Disinfection treatment
Boron	ppb	NS	NS	<100 – 156	147	ND	ND	Natural deposits
Bromide	ppm	NS	NS	0.06 – 0.14	0.11	ND	ND	Natural deposits
Calcium	ppm	NS	NS	14 – 20	17	3 – 29	15.3	Natural deposits
Chlorate	ppm	NS	NS	95 – 216	132	ND	ND	By-product of disinfection
Hardness (as $CaCO_3$)	ppm	NS	NS	73 – 105	87	8 – 116	61	Physical characteristic
Magnesium	ppm	NS	NS	9 – 13	11	<0.2 – 9.4	5.4	Natural deposits
pH(4)	unit	NS	NS	7.4 – 8.0	7.7	6.9 – 9.7	9.0	Acidity of water
Phosphate	ppm	NS	NS	1 – 1	1	ND	ND	Natural deposits, anticorrosive additive
Potassium	ppm	NS	NS	1.9 – 3.4	2.8	0.3 – 1.5	0.9	Natural deposits, soil runoff
Silica	ppm	NS	NS	8 – 14	12	4.2 – 9.3	6.1	Natural deposits, treatment
Sodium	ppm	NS	NS	36 – 70	55	3 – 22	14	Natural deposits
Vanadium	ppb	NS	NS	<3 – 4	4	ND	ND	Natural deposits

Disinfection By-products				Citywide Range	Highest Running Annual Average	Source
Total Trihalomethanes(4)	ppb	80	NS	15 – 62	40.0	By-product of disinfection
Total Haloacetic Acids(4)	ppb	60	NS	4.2 – 22	18.4	By-product of disinfection

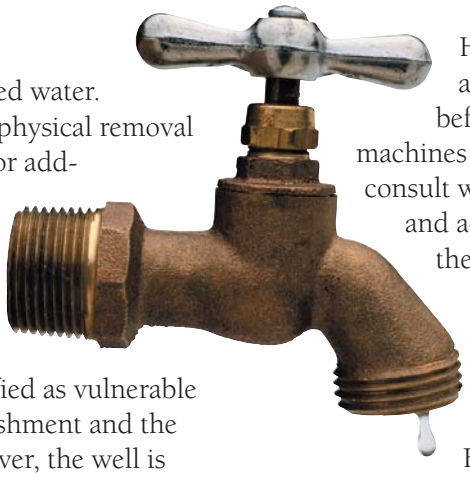
Lead and Copper(11)	Unit	AL	PHG	Range	90th Percentile	# sites	# sites > AL	Typical Sources in Drinking Water
Copper(4)	ppb	1300	170	4.6 – 190	120	38(12)	0	Corrosion of household plumbing
Lead(4)	ppb	15	2	<0.5 – 76	2.6	38(12)	2	Corrosion of household plumbing

NOTES:

(1) All results met State and Federal drinking water regulations.
(2) Water quality data in SCVWD's transmission system.
(3) Water quality data in SFPUC's transmission system.
(4) Water quality data in the City's distribution system.
(5) Turbidity is the water clarity indicator; it also indicates water quality and treatment system efficiency.
(6) The highest quarterly running annual average value.
(7) High turbidity caused by a startup of a pipeline due to sediment re-suspension. SFPUC did not serve this water to customers.
(8) The minimum percentage of time that the filtered water turbidity was equal or less than 0.3 NTU.
(9) The City started receiving fluoridated water from SFPUC in November 2005.
(10) Precursor for disinfection byproduct formation.
(11) Lead and copper monitoring was conducted in selected homes and businesses in September 2007. The 90th percentile of lead and copper must be less than the AL.
(12) The SFPUC service area had 28 sites; the SCVWD service area had 10 sites.

Continued from page 1

has been detected in SCVWD's treated water. The water treatment plants provide physical removal and disinfection of contaminants. For additional information, visit SCVWD's website at www.valleywater.org.



The City completed a drinking water source assessment of Pinewood Well in 2000. Following CDPH procedures, the well is classified as vulnerable due to a nearby dry-cleaning establishment and the local sewer collection system. However, the well is about 590 feet deep and the water is protected by clay soil, which prevent contaminants from entering the water supply. No drinking water standards have been exceeded in the well water. To obtain a copy of the assessment, please call (408) 586-3345.

SFPUC Water Is Fluoridated

SFPUC supplies fluoridated water to the City. Residents in the SFPUC area (see map) should check with their dentist to determine if fluoride supplements are still necessary for use.

Important Note for Dialysis Patients and Aquarium Owners

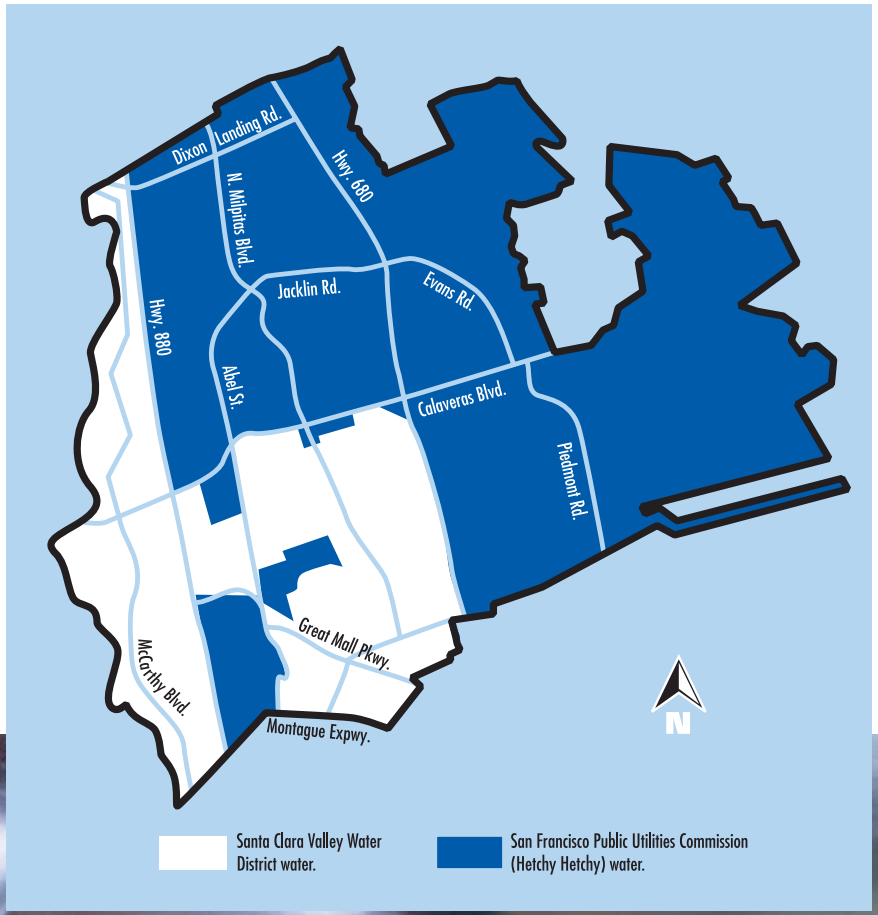
Both SFPUC and SCVWD waters contain chloramine in order to protect public health by destroying disease-causing organisms. Chloramine is considered safe for use as a water disinfectant. However, home dialysis patients and aquarium owners must take precautions before using the water in kidney dialysis machines or aquariums. Dialysis patients should consult with their doctor or dialysis technician and aquarium owners should consult with their local pet store.

Liquid Assets – The Story of Our Water Infrastructure

Look for this fascinating documentary on your Public Broadcasting Station this Fall. It explores the history, engineering challenges, and complexity of the hidden asset that is our water infrastructure. You will gain an appreciation of the value of this system and all it does to protect the quality of our daily life. As a resident of Milpitas, you own over 200 miles of water pipe distribution network, five storage reservoirs and pumping stations, and 1,800 fire hydrants!

Hydrant and Water Main Flushing

City maintenance crews routinely flush fire hydrants and water mains to remove sediment and keep the distribution system refreshed. As a result, residents in the immediate vicinity may experience temporary discoloration in their water. This discoloration does not affect the safety of the water. If you experience discoloration in your water after crews have been flushing in your neighborhood, clear the water



from your home pipes by running water faucets for a few minutes.

Cryptosporidium and Giardia in Water Resources

Cryptosporidiosis is a disease of the intestinal tract caused by a parasitic microbe (a protozoan) called Cryptosporidium. The disease can be transmitted through contaminated water, food or direct contact with human or animal waste. If you are healthy with a normal immune system, it can cause flu-like symptoms that usually last about two weeks. Symptoms include diarrhea, stomach cramps, upset stomach and slight fever. However, if your immune system is compromised or artificially suppressed, complications of this disease can be serious, possibly life-threatening. Giardia is another parasitic organism that causes similar symptoms.

SFPUC source and treated waters are tested for both organisms at least monthly and occasionally show very low levels. The general public is at very low risk and there have been no reported cases of Cryptosporidiosis and Giardiasis attributed to the City's public water supply. CDPH issues guidance for people with serious immune system problems. Currently available guidance from the state and county health agencies recommends that people with such conditions consult with their doctor or primary health care provider about preventing Cryptosporidium or Giardia infection from all potential sources. For more information, please visit CDPH's web site at www.cdph.ca.gov.

Lead and Copper Testing – Extra Steps to Make Water Safe for Residents

In 1991, USEPA adopted the Lead and Copper Rule requiring all cities to perform lead and copper testing. The City's public water supply system does not have detectable levels of lead or copper; however, these metals may leach into the water from home plumbing. The City monitors lead and copper from a representative number of residents' taps every three years, with the last monitoring occurring in Fall 2007.

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used in your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the USEPA Safe Drinking Water Hotline (1-800-426-4791).

Recycled Water - Preserving Drinking Water for the Future

In 2007, commercial irrigation customers in Milpitas used 730,000 gallons of recycled water per day, thereby conserving our valuable drinking water. Recycled water from the San Jose/Santa Clara Water Pollution Control Plant undergoes an extensive treatment process (including filtration and disinfection) and is delivered to landscape irrigation and industrial process consumers in San Jose, Santa Clara and Milpitas. For more information, please visit the South Bay Water Recycling Program's web site at www.sanjoseca.gov/sbwr.

How Do Drinking Water Sources Become Polluted?

The sources of drinking water (both tap and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- **Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- **Pesticides and herbicides** that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- **Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production and can also come from gas stations, urban stormwater runoff, agricultural application and septic systems.
- **Radioactive contaminants** that can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, USEPA and CDPH prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. CDPH regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.

What Else Should I Know?

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants, including Cryptosporidium and Giardia. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791) or accessing their website at www.epa.gov/safewater/hfacts.html.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These individuals should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from USEPA's Safe Drinking Water Hotline and their website.

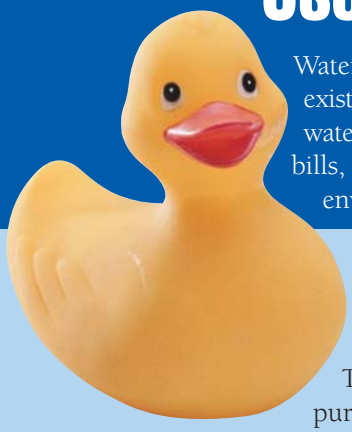
Be the Solution to Water Pollution

NO DUMPING FLOWS TO BAY

Ever wonder where that storm drain goes? Unlike indoor plumbing, the storm drain carries rainwater and urban pollution directly to our neighborhood creeks and eventually to the San Francisco Bay without treatment! Here are a few simple things you can do to prevent pollution of our creeks and Bay:

- Call (408) 299-7300 to make an appointment to dispose of household hazardous wastes such as batteries, paints, fluorescent lamps, and used motor oil to your local hazardous waste facilities.
- Wash your car at a commercial car wash that recycles water.
- Sweep up leaves, dirt and waste near curbs and place in the proper bins for recycling or garbage collection.
- Keep pet waste away from neighborhood streets and storm drains.
- Place litter in its place. A large portion of the trash in our creeks and Bay starts out as litter on our streets.

Use Water Wisely... It's a Way of Life!



Water is a precious resource vital to the existence of all living things. By conserving water, you will not only reduce your utility bills, you will help protect and preserve the environment for future generations.

10% Voluntary Water Conservation Request

The City joins other Bay Area water purveyors in asking all consumers to voluntarily cut back water use by 10% this year. This past winter and spring were amongst the driest on record for the State of California. With global climate change upon us, scientists say that these drier seasons will become more common. Conserving water now may help avoid more serious rationing later if dry seasons continue.

Water Conservation Tips

General Tips

- Fix any leaks! Turn off everything that uses water and see if your water meter is still moving. If it is, there could be a leak somewhere.
- For assistance on becoming more water-efficient, sign up for a **Free Water-Wise House Call** by calling (800) 548-1882.

Indoor Tips

- Install water-efficient devices such as high-efficiency toilets, high-efficiency clothes washing machines, low-flow showerheads and faucet aerators.
- SCVWD currently has rebates for many of these devices; call (408) 265-2607, ext. 2554 for more information.
- Only run your washing machine or dishwasher with full loads.
- Turn off the faucet while shaving or brushing your teeth.

Outdoor Tips

- Water your lawn only when needed, generally once every three days during the summer. Check sprinkler timers and reduce watering times if necessary.
- Adjust watering schedule for each season. In fall, reduce watering time by half. By December, turn off your irrigation system completely.
- Check sprinkler heads, valves and drip emitters once a month. Make sure heads are aimed correctly.
- Water between midnight and 6 a.m. when evaporation is kept to a minimum.
- Apply a layer of organic mulch around plants to reduce moisture loss and weed growth.
- Ask your local nursery for water-wise plants, which can be beautiful as well as practical.
- Use a broom to sweep off pavement instead of a water hose.
- Use a spray nozzle with a shutoff handle on your hose so water does not flow continuously.

Water Conservation Programs

The City has several programs to assist consumers in saving water and becoming more aware of how to protect the environment. Use the reply card below to request information on a specific program.

For more information on water conservation visit the Santa Clara Valley Water District's website at www.valleywater.org.

City of Milpitas Information Request Form

Name: _____

Address: _____ Milpitas, CA 95035

Daytime Phone #: _____

Please send me the following: (check all that apply):

- ❑ Faucet Aerator (FREE–2 max)
- ❑ Low Flow Showerheads (FREE–2 max)
- ❑ Less Toxic Gardening Tips
- ❑ Water Wise House Call Program
- ❑ WaterWise Garden CD

REBATE INFORMATION

- ❑ Clothes Washer
- ❑ High Efficiency Toilet
- ❑ Water Efficient Landscape
- ❑ Irrigation System Hardware
- ❑ Water Softener

- ❑ Non-Residential Water Conservation Information (Various Programs)

Place form in a stamped envelope and mail to: City of Milpitas / Utility Engineering Section
455 E. Calaveras Blvd./ Milpitas, CA 95035

Visit our web site at **www.ci.Milpitas.ca.gov**

To find out more about drinking water treatment, quality and regulations visit these internet sites:

American Water Works Association • www.awwa.org

California Department of Health Services
www.cdph.ca.gov/programs/pages/ddwem.aspx

Santa Clara Valley Water District
www.valleywater.org

San Francisco Public Utilities Commission
www.sfwater.org

People Behind the Water • www.drinktap.org

United States Environmental Protection Agency
www.epa.gov/safewater/

At Your Service

The City of Milpitas is Here for You

We value our consumers and work hard to ensure service and satisfaction. If you have any questions or comments about this report, please call the appropriate number below.

Billing Questions	(408) 586-3100
Water Hotline	(408) 586-2605
Water Emergencies 8am-5pm, Mon-Fri	(408) 586-2600
Water Emergencies (after hours)	(408) 586-2400
Water Quality Questions	(408) 586-3348
EPA Safe Drinking Water Hotline	(800) 426-4791

How Can I Get Involved?

City Council meetings typically occur on the first and third Tuesdays of every month at 7:00 p.m. in the City Hall Council Chambers located at 455 E. Calaveras Boulevard. City Council Agendas are posted prior to each meeting at City Hall and on the City's web site.

The City is a member of the American Water Works Association and the Bay Area Water Supply and Conservation Agency.

CITY OF MILPITAS 40% WE BUY RECYCLED

This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

Este informe contiene información muy importante sobre su agua beber. Tradúzcalo ó hable con alguien que lo entienda bien.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.

此份有關你的食水報告,內有重要資料和訊息,請找他人為你翻譯及解釋清楚。

此份有关你的食水报告,内有重要资料和讯息,请找他人为你翻译及解释清楚。

यह सूचना महत्वपूर्ण है ।
कृपा करके किसी से :सका अनुवाद करायें ।

City of Milpitas
455 E. Calaveras Blvd.
Milpitas, CA 95035

PRSRT STD
U.S. POSTAGE
PAID
Milpitas, CA
Permit No. 4

Postal Customer

2008 Consumer Confidence Report

Printed on Recycled Paper